City of Toronto Accessibility Plan – 2015 Progress Status Report

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# Introduction

The Accessibility for Ontarians with Disabilities Act (AODA) called for the development of standards and regulations to make Ontario fully accessible to people with disabilities by the year 2025. In 2007 the Accessibility Standards for Customer Service (ASCS) regulation was published as Ontario Regulation 429/07. In 2011 the Integrated Accessibility Standards Regulation (IASR) was published as Ontario Regulation 191/11 which was amended in 2012 by Ontario Regulation 413/12.

The IASR requires a multi-year Accessibility Plan. The City's multi-year Accessibility Plan outlines the overall strategies of how the City will meet accessibility standards in the AODA Integrated Accessibility Standards Regulation (IASR). The current plan covers the period from 2012 - 2016. It is a living document which will be reviewed and updated at least once every 5 years.

## Multi-Year Accessibility Plan, Annual Progress Status Report

This progress status report is a report on the progress of measures taken by the City of Toronto to implement the City's multi-year Accessibility Plan (2012 – 2016), which outlines the City's strategy to prevent and remove barriers and meet requirements of the Integrated Accessibility Standards Regulation (IASR) under the Accessibility for Ontarians with Disabilities Act (AODA).

## New Elements in the Status Report on the Multi-Year Accessibility Plan

Since the current multi-year Accessibility Plan was developed, the AODA Integrated Accessibility Standards Regulation was amended by Ontario Regulation 413/12 to include the Standards for the Design of Public Spaces, which came into effect for municipalities January 1, 2016. This status report includes efforts the City has undertaken to implement these requirements.

This status report also addresses requirements from the AODA that are outside the scope of the IASR, namely municipal Accessibility Advisory Committees, and requirements of the AODA's Accessibility Standards for Customer Service. This will align progress tracking with reporting requirements to the Accessibility Directorate of Ontario, within the Ministry Economic Development, Employment and Infrastructure. The City of Toronto is required by legislation to review and update the multi-year Accessibility Plan at least once every 5 years. This process is currently underway and will include these new elements.

In addition to the legislated requirements, the City also undertakes accessibility improvements that are not driven by legislation. A section has been added to report on progress of these items.

# City of Toronto Statement of Commitment to Creating an Accessible City

Passed by City Council in August 2009 [EX33.4], the City of Toronto published the following Statement of Commitment to Creating an Accessible City:

Diverse communities and groups make up the population of Toronto. The City of Toronto values the contributions made by all its people and believes that diversity among its people has strengthened Toronto.

The City of Toronto is committed to building an inclusive society and providing an accessible environment in which all individuals have access to the City’s services and programs in a way that respects the dignity and independence of people with disabilities.

The City of Toronto supports the goals of the Accessibility for Ontarians with Disabilities Act (AODA) and will establish policies, practices and procedures which are consistent with the accessibility standards established under the AODA, including accessible customer service, information and communication, employment, the built environment and transportation.

The City of Toronto will continue to prevent barriers by designing inclusively and supporting positive attitudes that address "ableism" - attitudes which devalue and limit the potential of persons with disabilities.

In working towards its goals under this Statement, the City of Toronto is committed to meeting the requirements of existing legislation and to its own policies and goals related to the identification, removal and prevention of barriers to people with disabilities and becoming a barrier free city.

# Accessibility for Ontarians with Disabilities Act, Part VII, Municipal Accessibility Advisory Committees

In accordance with Part VII of the Act, municipalities over 10,000 people must have an Accessibility Advisory Committee (AAC). The City of Toronto's AAC was renamed in July 2015 as the Disability, Access, and Inclusion Advisory Committee (DAIAC). Formerly known as the Disability Issues Committee, this committee has existed in various forms since 2001.

This advisory committee provides advice to City Council on the elimination of barriers faced by people with disabilities and acts as a liaison with external bodies on barriers to participation in public life and to the achievement of social, cultural and economic well-being of people with disabilities. The committee also provides advice to City Council about the requirements and implementation of accessibility standards and the preparation, implementation and effectiveness of accessibility reports as required by the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

# Accessibility Standards for Customer Service

(Implementation Date for all Accessible Customer Service requirements: January 1, 2010)

| AODA Requirements | Implementation Status | Comments |
| --- | --- | --- |
| Policy Requirements (ASCS Section 5)* Establish policies, practices, and procedures, consistent with principles of equality, integration, dignity, and independence, that govern provision of goods, and services to persons with disabilities (ASCS, S.3 (1)(2))
* Allow people to use their own assistive devices when accessing goods, services (ASCS, S.3 (3))
* Communicate in a manner that takes into account a person's disability (ASCS, S.3 (4))
* Document and publish policies, practices and procedures, and provide in accessible format upon request (ASCS, S.3 (5))
* Allow service animals, unless excluded by law. If excluded, provide alternate measures (ASCS, S.4 (2)(3))
* Allow support persons. Where fees are charged, provide notice of any fees applicable to support persons (ASCS, S.4 (6))
* Provide notice of service disruptions of any facilities or services usually used by persons with disabilities (e.g. elevators, lifts, accessible washrooms, accessible door openers)
 | * Accessible Customer Service Policies are available to the public via Divisional public facing website portals.
 | COMPLIANT |
| Training (ASCS, Section 6)* Ensure training is provided on Accessible customer service requirements and city policies/practices/procedures to any person who deals with public or other third parties on behalf of the City, and to any person who participates in developing policies, practices and procedures governing provision of goods, services to people with disabilities
* Update training when AODA Standards or policies change
 | * Training commenced in 2009, and is ongoing, and tracked
* Third parties are required to conduct their own training and sign a form declaring compliance with requirements of AODA legislation
 | COMPLIANT |
| Feedback Process (ASCS, Section 7)* Establish a feedback process for receiving and responding to feedback about the manner in which the City provides goods or services to people with disabilities, and make this process readily available to the public.
 | * Via Toronto 311 the City has established an accessible feedback process and a system for receiving and responding to feedback. Divisions also have independent feedback mechanisms.
 | COMPLIANT |
| Availability of Documents (ASCS, Section 8 and 9)* Notify the public in a conspicuous place on premises or on the website, that accessibility policy and feedback process is available, and provide documents in an accessible format upon request
 | * Policies and feedback processes are posted online.
 | COMPLIANT |
| Accessibility Report (ASCS, Section 11)* File accessibility report
 | * Reports filed in 2010, 2013, 2015.
* Customer Service reporting was combined with IASR reporting requirements from 2013 onward.
 | COMPLIANT |

# Integrated Accessibility Standards Regulation (IASR)

## General Requirements

| AODA Requirements | Implementation Status | Comments |
| --- | --- | --- |
| Establishment of Accessibility Policies (IASR Section 3)Implementation Date: January 1, 2013* Develop, implement and maintain policies governing how the organization achieves accessibility through meeting requirements in the IASR
* Include a statement of organizational commitment to meet accessibility needs of persons with disabilities
* Document policies and make them available to the public, and provide them in an accessible format upon request
 | * The City's Statement of Commitment to Creating a Barrier Free City and accessibility policies are publically available and posted on the City's website, and available in alternate formats upon request.
 | COMPLIANT |
| Accessibility Plans (IASR Section 4)Implementation Date: January 1, 2013* Establish, implement and maintain a multi-year accessibility plan which addresses strategies to prevent/remove barriers
* Post multi-year plan on website
* Review and update plan every 5 years
* Post annual status report of progress
* Make documents available to the public and available in an accessible format upon request
 | * The City's multi-year Accessibility Plan for 2012 to 2016 is posted on the City's website
* This is the annual progress status report on measures taken to implement the Accessibility Plan up to and including 2015
* The Plan will be updated every 5 years,
 | COMPLIANT |
| Procuring or Acquiring Goods, Services or Facilities (IASR Section 5 and 6)Implementation Date: January 1, 2013* Incorporate accessibility design, criteria and features when procuring or acquiring goods, services, facilities, and kiosks (including point-of-sale devices)
* If not practicable to incorporate accessibility design, criteria and features, provide an explanation, upon request.
 | * Guidelines and checklists are in place for meeting accessibility obligations in procurement
* Accessibility language for procurement documents have been developed as resources for City employees
 | COMPLIANT |
| Training (IASR Section 7)Implementation Date: January 1, 2014* Ensure training is provided as soon as practicable on IASR requirements and OHRC as it pertains to people with disabilities to all employees, volunteers, policy developers, other third parties providing service on behalf of the City
* Update training when AODA Standards or policies change
 | * Training has been provided since 2011 is ongoing, and tracked
* Third parties are required to conduct their own training and sign a form declaring compliance with requirements of AODA legislation
 | COMPLIANT |

## Information and Communications Standards

| AODA Requirements | Implementation Status | Comments |
| --- | --- | --- |
| Exceptions (IASR Section 9)* AODA Information and Communication Standards do not apply to products, product labels, unconvertible information, and information not under direct, or indirect control of the City (e.g. Twitter). Where unconvertible an explanation and summary of the unconvertible information must be provided.
 | * City procedures are in place to provide an explanation and summary of any unconvertible information, on request
 | COMPLIANT |
| Feedback (IASR Section 11)Implementation Date: January 1, 2014* Ensure all feedback processes are accessible to people with disabilities, by providing or arranging for the provision of accessible formats and communication supports, upon request
* Notify the public that accessible formats or communication supports are available
 | * 311 Toronto provides a range of accessible feedback mechanisms
* For some Divisions, 311 Toronto receives feedback and re-directs to the Division for response.
 | COMPLIANT |
| Accessible Formats and Communication Supports (IASR Section 12)Implementation Date: January 1, 2015* Provide or arrange for provision of accessible formats and communication supports, upon request
* Notify the public that accessible formats and communication supports are available
* Consult with the person making the request to determine the suitability of the accessible format or communication support
 | * City has a process to provide alternate formats via internally trained resources or third party vendor services.
 | COMPLIANT |
| Emergency Procedure, Plans or Public Safety Information (IASR Section 13)Implementation Date: January 1, 2012* Provide publicly available emergency procedures, plans, or safety information in accessible formats or with communications supports, upon request
 | * Office of Emergency Management (OEM) provides accessible formats for City emergency plans and procedures
* Corporate facility Fire Safety Plans are available in electronic formats. State of Good Repair projects have been identified and implemented to upgrade systems to include visual alarms.
* All facilities have Fire Wardens trained on responsibilities and able to assist staff or public
 | COMPLIANT |
| Accessible Website and Web Content (IASR Section 14)Implementation Date: January 1, 2014 and January 1, 2021* New websites published **after** January 1, 2014 must meet Web Content Accessibility Guidelines WCAG Level A
* By 2021 all websites and content must meet WCAG Level AA.
* Applies to websites and web content, including web-based applications that an organization controls directly or through a contractual relationship
* Applies to all content published on a website after January 1, 2012 (i.e., when new website is launched the requirement applies retroactively to all content that was published after 2012, e.g. PDFs)
 | * City completed a Web Content Migration project and launched a Web Content Management tool in 2013, prior to the AODA deadline was in effect. The current website is accessible to WCAG Level AA, with a few exceptions
* City is undertaking a new website that is anticipated to launch in 2017. The project will address accessibility of web applications and web content such as PDFs
* Web Standards for accessible web design practices are in place
 | COMPLIANT |

## Employment Standards

| AODA Requirements | Implementation Status | Comments |
| --- | --- | --- |
| Recruitment General (IASR Section 22)Implementation Date: January 1, 2014* Notify employees and public about availability of accommodation for applicants with disabilities during the recruitment process
 | * Internal and external job postings include a statement that the City provides equitable treatment and accommodation to ensure barrier free employment
 | COMPLIANT |
| Recruitment, assessment or selection process (IASR Section 23)Implementation Date: January 1, 2014* Notify job applicants about availability of accommodation during the recruitment process, in relation to the materials or processes to be used
* Consult with the applicant to determine suitable accommodation that takes into account accessibility needs due to a disability
 | * When inviting both internal and external candidates to attend an interview or participate in a test, they are advised that requests for accommodation are accepted throughout the hiring process.
 | COMPLIANT |
| Notice to Successful Applicants (IASR Section 24)Implementation Date: January 1, 2014* When making job offers, inform the successful applicant of policies for accommodating employees with disabilities
 | * All permanent and temporary employees, both union and non-union are notified in job offers about policies and process for accommodating employees with disabilities
 | COMPLIANT |
| Informing Employees of Supports (IASR Section 25)Implementation Date: January 1, 2014* Inform employees of policies used to support employees with disabilities including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability
 | * Employees are informed about City's Accommodation Policy & Guidelines in job offer letters including promotions, mandatory training on the AODA, employee manuals and via the City intranet
 | COMPLIANT |
| Accessible Formats and Communication Supports for Employees (IASR Section 26)Implementation Date: January 1, 2014* When requested, provide employees with accessible information and communication supports for information required to perform the job, and information generally available to employees in the workplace
* Consult with the employee making the request to determine suitability of the format or communication support
 | * Integrated as part of City's Accommodation Policy & Guidelines
* HR supports candidates
* Manager/supervisor respond to staff accommodation requests
 | COMPLIANT |
| Workplace Emergency Response Information (IASR Section 27)Implementation Date: January 1, 2012* Provide individualized workplace emergency response information to employees with disabilities if the disability is such that individualized information is necessary and the employer is aware of the need for accommodation.
* With employee's consent, provide workplace emergency response information to the person(s) designated by the City to provide assistance
* Provide the information required as soon as practicable after becoming aware of the need for accommodation
* Review the individualized workplace emergency response information,
	+ when the employee moves to a different location in the organization
	+ when the employee's overall accommodations needs or plans are reviewed; and
	+ when the employer reviews its general emergency response policies
 | * The process to provide individualized workplace emergency response information is part of City's Accommodation Policy & Guidelines, and referenced in City's Accommodation Request Form
* The workbook and form are published on City's intranet
 | COMPLIANT |
| Documented Individual Accommodation Plans (IASR Section 28)Implementation Date: January 1, 2014* Develop and have in place a written process for development of documented individual accommodation plans (IAP) for employees with disabilities that includes:
1. How staff requesting accommodation can participate in the development process of their accommodation plan.
2. The means by which the employee is assessed on an individual basis.
3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved.
4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.
5. The steps taken to protect the privacy of the employee's personal information.
6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.
* If requested, include any information regarding accessible formats and communications supports provided
* If required, include individualized workplace emergency response information
* Identify any other accommodation that is to be provided.
 | * The process to develop individual accommodation plans is Integrated as part of City's Accommodation Policy & Guidelines
 | COMPLIANT |
| Return to Work Process (IASR Section 29)Implementation Date: January 1, 2014* Develop and have in place a return to work process for employees absent due to a disability who require disability-related accommodations in order to return to work
* The process shall outline the steps the City will take to facilitate the return to work of employees who were absent due to a disability and shall use the Individual Accommodation Plan (IASR Section 28) as part of the process
 | * The City has a return to work process that is implemented for non-union staff by a Long Term Disability insurance carrier. Unionized staff have a modified work program defined in Collective Agreements that meets this requirement
 | COMPLIANT |
| Performance Management (IASR Section 30)Implementation Date: January 1, 2014* Take accessibility needs and Individual Accommodation Plans into account in the performance management process
 | * Accessibility needs and Individual Accommodation Plans are taken into account in performance management
 | COMPLIANT |
| Career Development and Advancement (IASR Section 31)Implementation Date: January 1, 2014* Take accessibility needs and Individual Accommodation Plans into account when providing career development and advancement to employees with disabilities

("Career development and enhancement" includes providing additional responsibilities in a current position and the movement of an employee from one job to another that may be higher pay, provide greater responsibility, or be at a higher level in the organization, and is usually based on merit or seniority) | * Accessibility needs and Individual Accommodation Plans are taken into account in career development and advancement
 | COMPLIANT |
| Redeployment (IASR Section 32)Implementation Date: January 1, 2014* Take accessibility needs and Individual Accommodation Plans into account when redeploying employees with disabilities
 | * Accessibility needs and Individual Accommodation Plans are taken into account when redeploying employees with disabilities
 | COMPLIANT |

## Transportation Standards

Note: TTC is responsible for requirements of conventional and specialized transportation services and maintains their own multi-year Accessibility Plan and Progress Status Updates

| AODA Requirements | Implementation Status | Comments |
| --- | --- | --- |
| Ferries (IASR Section 77)Implementation Date: July 1, 2011, and July 1, 2013* The City will operate ferries in accordance with the Code of Practice (Ferry Code) entitled "Ferry Accessibility for Persons with Disabilities" published by the Canadian Transportation Agency, which addresses the physical accessibility of equipment used in marine transportation.
* By July 1, 2011 the City will meet Ferry Code requirements for signage, communications, lighting, operator-provided wheelchairs, telephones, alarms, and maintenance as specified in the regulation
* On or after July 1, 2013 the City will meet Ferry Code requirements for accessible design of new ferries as specified in the regulation
* IASR Section 77 also requires ferries to comply with IASR Sections 34, 36, 37, 38, 44, 46, 48, and 50
 | * Toronto Island Ferry Service complies with Canadian Transportation Agency requirements including the Code of Practice for Ferry Accessibility for Persons with Disabilities with exception that some signage has deficiencies and requires accommodation or alternate communication supports. A holistic redesign approach will be planned to incorporate all legislated signage requirements, fares, routes, and schedules to improve quality of information, wayfinding and accessibility. The approach will also include ensuring all audible information is available through visual means
* 4 Wheelchairs are provided on a first come, first served basis
* Maintenance requirements for accessible elements are in place
* New Ferries will include accessible design features as specified in the regulation
 | COMPLIANT |
| Availability of Information on Accessibility Equipment (IASR Section 34)Implementation Date: January 1, 2012* Accessibility equipment and features of vehicles, routes and services must be made available to the public.
* Upon request, information as described above must be provided in an accessible format.
 | * City provides online information that Toronto Ferry services are fully accessible. More detail will be provided on the website in 2016 and a plan to enhance on-site signage will be developed
* Recent upgrades to Jack Layton Ferry Terminal washrooms, power doors and waiting areas included accessibility upgrades
* Ferries provide a limited number of wheelchairs available on a first-come first served basis
* Gate system is highly visible red and lighted. Boarding and route announcements are also audible
* A process is in place to provide accessible formats upon request
 | COMPLIANT |
| Accessibility Training; Transportation-specific (IASR Section 36)Implementation Date: January 1, 2014* Conduct employee and volunteer accessibility training.
* The accessibility training shall include training on:
	+ the safe use of accessibility equipment and features,
	+ acceptable modifications to procedures in situations where temporary barriers exist or accessibility equipment on a vehicle fails; and
	+ emergency preparedness and response procedures that provide for the safety of persons with disabilities.
* Keep a record of the training provided, including the training dates and number of people who attended.
 | * AODA Accessibility training is conducted through the Corporate Learning Management System “ELI”
* Additional Ferry-specific training is provided in Orientation.
* Crew members also require training for Marine Emergency Duties (MED) A2 Designation for Vessels Carrying Passengers which also has a module covering persons having accessibility issues.
* Weekly boat and fire drill training are adhered to as required by Federal regulation.
 | COMPLIANT |
| Emergency Preparedness and Response Policies (IASR Section 37)Implementation Date: January 1, 2012* Establish emergency preparedness and response policies that provide for the safety of persons with disabilities; and
* Make the policies available to the public
* Upon request, provide the policies in an accessible format.
 | * Toronto Island Ferry Services makes emergency response information available via signage and verbal instruction on board vehicles.
* Policies are made available to the public and alternate accessible formats will be provided upon request
 | COMPLIANT |
| Fares, Support Persons (IASR Section 38)Implementation Date: January 1, 2014* A fare will not be charged to a support person who is accompanying a person with a disability, where the support worker is needed.
* It is the responsibility of a person with a disability to demonstrate to a transportation service provider their need for a support person to accompany them and to ensure that the appropriate designation for a support person is in place.
 | * Fares are not charged to support persons
 | COMPLIANT |
| General Responsibilities (IASR Section 44)Implementation Date: January 1, 2012* Conventional transportation service providers shall,
	+ deploy lifting devices, ramps or portable bridge plates upon the request of a person with a disability
	+ ensure that adequate time is provided to person with disabilities to safely board, be secured and deboard transportation vehicles with assistance, when requested
	+ assist with safe and careful storage of mobility aids or mobility assistive devices used by persons with disabilities; and
	+ allow a person with a disability to travel with a medical aid
* Make information available in an accessible format
 | * Toronto Island Ferry Services are fully accessible
* Accessible Ferry Boat ramps are already in place
* Priority boarding and deboarding is provided to persons with disabilities
* Assistance is available for boarding and navigating mobility devices over the transition ridge between the dock and the ferry
* Storage of mobility aids is available on request
* A process is in place to provide accessible formats upon request
 | COMPLIANT |
| Fares (IASR Section 46)Implementation Date: January 1, 2011* A person with a disability cannot be changed a higher fare than a person without a disability, however a person with a disability can be charged a lesser fare.
* Alternative fare payment options to persons with disabilities will be available, if they cannot because of their disability, use a fare payment option.
 | * A person with a disability is not charged a greater fee than a person without a disability
* Multiple fare payment options are available including online ticket purchasing
* Ticket vending kiosks are anticipated to be in place by summer 2017 and will improve provision of information in accessible formats
 | COMPLIANT |
| Storage of Mobility Aids (IASR Section 48)Implementation Date: January 1, 2012* Ensure that mobility aids and assistive devices are stored in passenger compartments within reach of the person with a disability who uses the aid or device.
* If safe storage of mobility aid and assistive devices is not possible within the passenger compartment, ensure that mobility aids and assistive devices are stored in the baggage compartment of the vehicle on which the person with the disability is travelling.
* Ensure that operators of its transportation vehicles secure and return mobility aids and mobility assistive devices safely in order to not affect other passengers or damage the aid or device.
* No transit provider can charge a fee for the storage of a mobility aid or a mobility assistive device.
 | * Toronto Island Ferry customers with mobility aids are not required to store devices while riding the Ferry, but storage can be provided upon request.
* Toronto Island Ferry Services provides services to securely store mobility devices at the Ferry Terminal and provide charging for powered mobility devices.
 | COMPLIANT |
| Service Disruptions (IASR Section 50)Implementation Date: January 1, 2013* If a route or scheduled service is temporarily changed, and the change is known in advance transit services shall,
	+ make available alternate accessible arrangements to transfer people with disabilities to their route destination
	+ ensure information on alternate arrangements is communicated in a manner that takes into account the person's disability
 | * Toronto Island Ferry Services provide year round operations.
* In the event of most disruptions, ferries can be rerouted
* When ferries are re-routed, visual information about stop location changes is announced audibly, to for people who may have low vision or blindness.
* Service is disrupted in event of conditions that could risk life, property, or the environment, such as heavy ice. An email notification list is maintained to notify those who subscribed. Bus service is provided to Billy Bishop airport and the airport ferry can transport island residents between the City and the Island.
 | COMPLIANT |
| Duties of Municipalities, General (IASR Section 78) Bus stops and sheltersImplementation Date: January 1, 2013* Consult with the Disability, Access and Inclusion Advisory Committee (DAIAC), the public, and persons with disabilities in development of accessible design criteria to be considered in the construction, renovation or replacement of bus stops and shelters
* Identify planning for accessible bus stops and shelters, including any steps that will be taken to meet the goal of accessible bus stops and shelters, in the multi-year Accessibility Plan
* When the City enters into arrangements with a person respecting the construction of bus stops and shelters in its jurisdiction, ensure that the person participates in the consultation and planning that includes DAIAC, public, and people with disabilities
 | * Toronto Transit Commission (TTC) maintains a separate Accessibility Plan
* Transit stop standards were updated in 2014, and new stop types are in consideration for high volume stop locations
* TTC have identified 7259 stops are accessible, while 1462 stops are not accessible and are identified for remediation where possible
* Staff of TTC and City of Toronto work to coordinate transit stop improvements with existing City road or sidewalk projects. TTC also has capital projects to make stops accessible
* City is responsible for Street Furniture placement. Newspaper boxes will be replaced by corrals to be phased in by 2020 which will gradually eliminate recurring issue of boxes being mounted in contravention to by-law specifications
* Consultations take place as required through DAIAC, other Accessibility Advisory Panels working with City Divisions, people with disabilities and other members of the public
 | COMPLIANT |
| Duties of Municipalities, Accessible Taxicabs (IASR Section 79)Implementation Date: January 1, 2013* Consult with the Disability Access and Inclusion Advisory Committee, the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs required in the community.
* Identify progress made toward meeting the need for on-demand accessible taxicabs, including any steps that will be taken to meet the need, in its accessibility plan.
 | * City’s Municipal Licensing and Standards Division (ML&S) reviewed on-demand taxi services between 2012 and 2014 and issued licenses for accessible taxi vehicles increasing the fleet to 6% accessible licenses. This was further increased to 10% by 2015 to meet demands anticipated for PanAm/ParaPan Am Games. The percentage will increase to 12% through 2016 to 2017 and be reviewed to assess whether demands are being met
* Another review was undertaken in 2015/2016 for Private Transportation Companies (PTCs) to regulate this new industry including their requirement to provide wheelchair accessible vehicles within the same time frame as industry average, and same rate as base rate
* Consultations take place as required through DAIAC, other Accessibility Advisory Panels working with City Divisions, people with disabilities and other members of the public
 | COMPLIANT |
| Duties of Municipalities, Taxicabs (IASR Section 80) Implementation Date: July 1, 2013, and January 1, 2012* By July 1, 2013 ensure owners and operators of taxicabs are prohibited from charging a higher fare or additional fee for persons with disabilities, and from charging a fee for storing equipment
* By January 1, 2012 Ensure owners/operators place vehicle registration and identification information on the rear bumper; information must be consistently shaped, coloured and positioned and have text that is high contrast and solid characters, and
* Ensure owners/operators make vehicle registration and identification information available in accessible formats to passengers with disabilities
 | * ML&S introduced amendments to the Municipal code - Licensing Bylaw 545 which meets the requirements of IASR Section 80. (Appendix C to Ch. 545 TARIFF A, TAXICAB RATES AND FARES)

**§ 545-150. Rates and fares.**1. Subject to the provisions of Subsection E(3), (4) and (4.1) of this section, the rates or fares to be charged by the owners or drivers of taxicabs shall be exactly as shown in Appendix C, Tariff A, at the end of this chapter, and no greater or lesser amount shall be demanded or received, provided that owners or drivers may charge a lesser amount to passengers in need who are over 65 years of age or are persons with disabilities. [Amended 2003-04-16 by By-law No. 214-2003]
2. When operating on a meter basis, the rate of fare charged shall be exactly as shown by the taximeter, together with any additional charges authorized by Appendix C, Tariff A, at the end of this chapter.
3. No owner or driver shall publish or use a tariff or demand or receive rates and charges other than those authorized by this chapter, whether such rates and charges are determined by distance or by time.
4. No owner or driver shall be entitled to recover or receive any fare or charge from any person or persons from whom he or she shall have demanded any fare or charge greater or less than those authorized by this chapter, or to whom he or she has refused to show his or her tariff card as provided in this chapter.
5. Letters were sent to taxicab owners advising them of the required standard. All taxicabs will be inspected for the placement of vehicle registration and identification information on the rear bumper of the taxicab as well as the vehicles will be outfitted with an updated tariff card at the mandatory 2012 vehicle inspection.
6. The current tariff sheet has the vehicle number posted in large font for those with minimal vision. Staff are consulting with other jurisdictions, and through the Taxi Industry Review to determine options available for passengers with full vision impairment.
 | COMPLIANT |

## Design of Public Spaces Standards (DOPS)

| AODA Requirements | Implementation Status | Comments |
| --- | --- | --- |
| Design of Public Spaces Standards (IASR Sections 80.1 to 80.44) Implementation Date: January 1, 2016* City of Toronto will meet requirements of Design of Public Spaces (DOPS) by Jan 1, 2016, except where the City has entered into contract on or before December 31, 2012 to construct or redevelop public spaces, including:
	+ Recreation trails, beach access routes including boardwalks and ramps
	+ Outdoor public use eating areas
	+ Outdoor play spaces
	+ Exterior paths of travel
	+ Accessible parking
	+ Obtaining service, counters, queuing guides, and waiting areas
	+ Maintenance, including documentation in Multi Year Accessibility Plan for procedures for preventative and emergency maintenance of the accessible elements in public spaces and procedures for dealing with temporary disruptions when accessible DOPS elements are not in working order
* In addition to complying with technical requirements, municipalities are required to consult with the AAC, known as the Disability, Access and Inclusion Advisory Committee (DAIAC), the public, and persons with disabilities
 | * City incorporates requirements of the Design of Public Spaces Standards (DOPS) into all new City projects
* City Planning encourages Plan of Subdivsion and Site Plan Control applications to reflect accessible design best practices through the submission of a checklist as part of the complete application development approval process
* City of Toronto Accessibility Design Guidelines (2004) is undergoing update. Consultations will take place in 2016 as described below. The Guidelines will be published in 2017, incorporating the Design of Public Spaces Standards requirements, recent changes to related requirements in the Ontario Building Code and other recognized Standards and best practices
* Procedures for maintenance of accessible elements in public spaces, and dealing with service disruptions will be documented when the City’s Multi-Year Accessibility Plan is updated in 2017
* Consultations take place as required through DAIAC, other Accessibility Advisory Panels working with City Divisions, people with disabilities and other members of the public
 | COMPLIANT |

# Compliance Reporting

| AODA Requirements | Implementation Status | Comments |
| --- | --- | --- |
| * Reporting compliance in accordance with IASR Section 86.1 begins in 2013 and is required every two years thereafter (i.e., 2015, 2017, 2019, 2021, 2023, 2025)
 | * Reports filed in 2013, 2015.
 | COMPLIANT |

# Reference Information

* Ministry of Economic Development, Employment and Infrastructure summary of AODA requirements for municipalities with over 50 employees, organized by compliance dates: [https://www.ontario.ca/page/accessibility-rules-municipalities#!/#section-1](https://www.ontario.ca/page/accessibility-rules-municipalities#!/)
* [City of Toronto Multi Year Accessibility Plan](http://www1.toronto.ca/wps/portal/contentonly?vgnextoid=a6d33552415bb310VgnVCM10000071d60f89RCRD&vgnextchannel=8fd7e03bb8d1e310VgnVCM10000071d60f89RCRD)
* City of Toronto [Meeting Accessibility Standards](http://www1.toronto.ca/wps/portal/contentonly?vgnextoid=05043552415bb310VgnVCM10000071d60f89RCRD&vgnextchannel=8fd7e03bb8d1e310VgnVCM10000071d60f89RCRD)